USC FMS Recognized at Annual APPA Conference

Chuck O’Regan and Tom Glynn accept the cash portion of the Award for Innovative and Effective Practices from APPA officials. The money will be used to fund an employee satisfaction initiative. See page 4 for article.

WHAT’S INSIDE

John’s Space 2
Kudos 3
Process Reengineering 4
Housing Forum 5
New Friends 6-7
Open Enrollment 8
After much planning and anticipation, the inauguration of C. L. “Max” Nikias on October 15, 2010 as the eleventh president of the university did not disappoint. The ceremony was truly a spectacle worthy of an event that occurs so infrequently during the life of the university.

During his speech, President Nikias clearly articulated his plan to uphold USC’s traditions while simultaneously leading the university into a new era. He acknowledged the problems we face due to the uncertainty of the current global financial crisis yet recognized the university’s unique opportunity to elevate its importance in an ever-globalizing and evolving world as a premiere research university.

In the weeks and months ahead, as President Nikias continues to unveil his plans for the university, we in FMS are positioning ourselves to take our organization to the next level. We must be prepared to serve the university on whatever path it takes.

In the midst of everything else, we’re busy preparing for the FMS All-Staff Meeting on November 4th. At that time, we’ll celebrate some of our accomplishments and talk about some of our plans for the future. I look forward to seeing each of you on November 4th at the new Tutor Campus Center.

The Great California ShakeOut @ FMS

The statewide Great California ShakeOut on October 21 provided FMS an opportunity to test the emergency response plan and keep FMS ready for action.

For more information on how to prepare at home visit: http://www.shakeout.org

FMS launched a new and enhanced version of its management training program on September 13, 2010. The new program features opportunities for blended learning – self-paced online, group webinars and traditional live classroom offerings. A curriculum has been developed for each level of management.
KUDOS

August 24, 2010

Dear Mr. Huber,

I just wanted to take a moment to commend Mr. Ronald Johnson of your department for excellent service to the School of Theatre. He is always so helpful and takes care immediately of notes in his areas of service.

I spoke with him this morning about some fluorescent lights that were out in the second floor of the CWT building, and he immediately examined the lights, determining that the ballasts were faulty. As he went to replace them, he noted that the ballasts in use in the light fixtures were intended for three (3) lamp fixtures, and he duly changed them to two (2) lamp ballasts as should have been in the fixtures originally.

I really appreciate the care which he takes in his work and wanted you to know that he has always been enormously helpful to me and to all the staff and faculty in my building.

Have a great day!

Best,
Elsbeth M. Collins,
Assistant Professor of Theatre Practice

September 01, 2010

Good morning Angel (Burgos),

Again, thank you and your team for this great support. We at WMSC (Wrigley Marine Science Center on Catalina Island) operate with a much higher level of confidence knowing we have your assistance.

I will be returning to the island on 9/10. I’ll review your reports (always clean and clear) and give you a call.

All the best,
Sean Conner
Program Manager
USC Wrigley Institute for Environmental Studies

Friday, September 24, 2010

Chuck,

I can’t thank you enough. Mike Rogers was here within 30 minutes of our call. He had the problem fixed in literally 2 minutes.

I appreciate knowing the classroom will be secure this weekend.

Thanks again for your great service!

Regina Nordahl
Associate Dean
School of Policy Planning and Development

Congratulations to Eric Warren and the Athletic Fields Crew and Russell Wright and the Zone 1 Maintenance Shop for recognition by the Department of Athletics for their contributions to the success of the USC Trojan athletic programs.

Fight On!
Changing the Way Facilities Technicians Obtain Parts & Materials

How does a large research university move its maintenance supplies stock room off campus while simultaneously increasing the actual amount of technicians’ “wrench time on equipment,” and raise the completion rate of preventive maintenance work orders? Facilities Management Services (FMS) at the University of Southern California’s (USC) University Park Campus simply changed its service paradigm. Instead of technicians hunting down parts and supplies, parts and supplies were brought to them.

Campus Space: A Premium

USC decided to move FMS off-campus to make a building site available for the School of Cinematic Arts. Of primary concern to FMS was the relocation of the maintenance stockroom located only a few yards away and used by technicians in the completion of more than 1,000 stock issuances each month.

The new location, approximately a quarter mile off campus, was inaccessible via its fleet of electric golf-cart maintenance vehicles. Despite the change in location, FMS established a goal to improve the level of maintenance services to the campus.

Finding Opportunity Amidst Long-Standing Process and Procedure

The FMS Organizational Development (OD) department worked with Hickling & Associates (www.hicklingassociates.com) to create the internal climate and infrastructure conducive of supporting organizational change. The Steering Committee -- frontline staff as well as operations and administrative managers -- provided input on the existing acquisition process, which was unpredictable with high variation in cycle time and a significant amount of technician time spent on travel. This low-value use of high-value technician time was inefficient and contributed to the difficulty in scheduling work and informing customers of project timelines.

The New Design Comes Alive

Hickling & Associates facilitated the process of overcoming perceived barriers and with the Steering Committee brought the customized system to life by:

• Defining the goal
• Facilitating the development of the re-design
• Developing detailed Standard Operation Procedures (SOPs) to support the new process
• Testing the process to ensure its viability
• Establishing metrics to evaluate and monitor the process.
• Developing and delivering training to everyone that touched the process
• Implementing, monitoring and measuring the process to get expected results.

Building Capacity: The Organizational Skill Set Grows

The Steering Committee became involved in activities and processes that were normally not part of their work day. This led to skill development which is being used for other initiatives across the organization such as:

• Marketing the new process design to the organization and obtaining operational buy-in from frontline staff.
• Creating Standard Operating Procedures as well as skills for tracking and maintaining updated SOPs.
• Selling the use of reliable and relatively easy-to-use mobile technology to their colleagues.
• Establishing the parameters for monitoring, and providing feedback on a pilot test of the process.
• Developing a training program and training their colleagues on the Standard Operating Procedures in both Spanish and English.
• Developing project management, teamwork, and problem solving skills to address each stage of the project.

And The Results Were …

The Steering Committee created a set of metrics to track success and potential problem areas which focused on nine major parts of the work processes created by the re-design. The committee found that:

1. The use of existing communication technology to order parts and materials from the job site has increased service efficiency and effectiveness.
2. The amount of time technicians spend performing maintenance work has significantly increased by eliminating excessive travel time to retrieve parts and materials.
3. Technicians now receive work orders for the week, allowing them to scope the work in advance and order needed materials. This scheduling provides the opportunity to more accurately inform customers when a job will be completed.
4. The new process has improved performance management by allowing Facilities Management Services to set and adhere to performance standards for various priorities of work (e.g. emergency, routine, preventive maintenance, etc.).

5. There was an initial reduction in the cost of materials and supplies consumed.

6. Preventive maintenance work order completion rates increased from approximately 62% to 78% within six months.

7. The stockroom technicians track delivery schedules and accuracy of deliveries. Deliveries are 96% accurate. During the first 3 months, will calls to the stockroom decreased to 13 per month while there was an increase in use of the system to nearly 100% of all orders.

8. With the use of 2-way text messaging, voice traffic over the 2-way radios has declined increasing the airspace availability for emergencies and other critical organizational communication.

9. The initiative provided a unique opportunity for employee participation in problem solving and opportunity for cross-departmental collaboration which resulted in enhanced morale, improved interdepartmental communication and greater organizational capacity to successfully complete other continuous improvement programs.

Both John Welsh, Associate Vice President of USC Facilities Management Services, and Chuck O’Regan, Executive Director of Operations, agree that the primary reasons for the success of this initiative are that FMS partnered with the consultants to establish the vision, concrete objectives and the approach to effectively accomplish the endeavor. Most importantly, FMS included a diverse cross-section of the organization, including front line workers, in the analysis and reengineering effort. The Steering Committee’s ongoing stewardship has also been a crucial factor.

To view the full report go to: http://www.usc.edu/fms/documents/WhitePaperUSCInnovativeEffectivePractices.pdf

---

**Facilities Management hosts Housing and Hospitality for a joint Forum**

On August 3, 2010, representatives from FMS, USC Housing Services and USC Hospitality Services came together to identify ways by which we might better serve each other and the university community.

The result -- agreement to establish short-term, cross-divisional teams to delve into these issues:

- Energy Efficiency & Sustainability
- Cost Control
- Standardization of Project Management Process
- Standardization of Specifications, Parts and Materials
- Data point access
- Strategic Budget Planning
- Work Requests Follow Up Process

---

**Congratulations to President C. L. “Max” Nikias on his inauguration as the 11th President of the University of Southern California.**

**Thanks to all the FMS employees who worked so diligently to make the inauguration such a successful event.**

---

**fyi** The FMS employee recruitment video, “No Better Place,” has been updated. Visit http://www.usc.edu/fms/video/video_recruitment.shtml to see the new video as well as several employee vignettes.
NEW FRIENDS

Donald Spore
Operations Zone 4
Plumber 07/01/10
Birthplace: Los Angeles, CA | Married | Favorites: Tri-tip, Granada’s, Children, watching football, baseball, and basketball | Before USC: MOE Plumbing

Roy Nystrom
Elevator Shop, Elevator Maintenance Mechanic, 07/12/10 | Birthplace: Buffalo, NY. Married | Favorites: Vegetarian food, Phil’s Fish Market at Moss Landing, Metal art | Before USC: R.S./ Kone Elevators

Hector Garcia
HSC Custodial, Custodial Supervisor, 07/12/10 | Birthplace: Gardena, CA | Married | Favorites: Pizza, L.A. Food Show, ESPN, Any sport and anything outdoors Ex: Dodgers, Trojans, Tampa Bay Buccaneers | Before USC: Elly Nesis Co.

Bahram Aghakoochek
Engineering Services, Mechanical Engineer, 07/14/10 | Birthplace: Iran | Married | Favorites: All food except pork, In-N-Out, Sports shows, walking and playing soccer | Before USC: Tmad Taylor & Gaines

David Esparza Mena
Landscape, Groundskeeper, 07/22/10 | Birthplace: Zacatecas, Mexico | Married | Favorites: Mole, doing repairs at home | Before USC: Oakridge Landscape Inc.

Bernetta London
HSC Custodial, Supervisor, 09/01/2010 | Birthplace: Los Angeles, CA | Single | Favorites: Mexican, Los Jarritos-Pomona, Dancing with the Stars, Chopped, Food Network, reading, computer puzzles, writing | Before USC: Sodexo Facilities Management Company

Jose Torres
HSC Custodial, Custodian, 09/02/10 | Birthplace: Gardena, CA | Single | Favorites: Everything, Married with Children, watching football, baseball, and basketball | Before USC: USC Staffing

Calixto Alex Leano
HSC Custodial, Custodian, 09/16/10 | Married | Favorites: Filipino food, Pinoy-Pinay Filipino Fast Food, Food Network, Playing Basketball | Before USC: The Arcona Studio

Ycynthia Young
HSC Custodial, Custodian, 09/30/10 | Birthplace: Los Angeles, CA | Single | Favorites: Fish, Outback Steak House, The Wendy Williams Experience, Reading | Before USC: The Arcona Studio

Pedro Hernandez
Operations Zone 2 | Birthplace: Iran | Married | Favorites: Mariscos, Amazon, Brazilian, Bait Car, Whip Out, and The First 48, Music production, air soft, and war games | Previously: FMS Landscape

STUDENT WORKERS

Chao Wang
CAD Services, 06/17/10 | Birthplace: Beijing, China | Favorites: Bubba Gump Shrimp Co., Big Bang Theory Swimming and Basketball | Career Aspirations: Working as an IT Engineer

Jonalyn Abraham
Events, 06/21/10 | Birthplace: Los Angeles, CA | Favorites: Sweet Potatoes Fries, Starbucks, Glee, Piano, Guitar, Drawing, Bicycling/Cycling | Career Aspirations: Working as an IT Engineer and Architect

Wanda Wong
FMS AVP Office 09/16/10 | Birthplace: Hong Kong | Favorites: Japanese Food, C.F. Cheung, CSI, reading, hiking, watching movies/
### 2010 Calendar of Events

**OCTOBER**
- 1-3 Parents Weekend
- 15 Installation of the 11th President of USC
- 30 Homecoming

**NOVEMBER**
- 1-8 Hanukkah
- 4 All-Staff Meeting
- 11 Veterans Day
- 25-26 Thanksgiving (UH)

**DECEMBER**
- 3 Classes End
- 17 FMS Holiday Luncheon
- 25 Christmas (UH)
- 27-31 Winter Recess

### Retirements

- **Wenyong Li**
  - Network Services
  - 09/24/10
  - Birthplace: China
  - Favorites: Chinese Food, Yixin, Google, Music
  - Career Aspirations: Head my own IT/software company

- **Greg Mercurio**
  - CAD Services, 09/24/10
  - Birthplace: Cincinnati, Ohio
  - Favorites: Bar-B-Q, Sushi, Simpsons, surfing, running, cycling
  - Career Aspirations: Structural Engineer

- **Jason Michael**
  - Landscape & Grounds
  - 09/28/10
  - Birthplace: Bluefield, West Virginia
  - Favorites: Chocolate mousse pie, Macaroni Grill, Psych, play sports, relax
  - Career Aspirations: Research Chemist

- **Prashant Maloo**
  - Network Services
  - 10/20/10
  - Birthplace: Ahmednagar, India
  - Favorites: Panipuri, Garden Court, Heros, dancing, cooking, acting
  - Career Aspirations: Complete PHD at USC

### FMS Leadership Forum

**August 24, 2010**

**AGENDA**
- Presidential Inauguration Committee: John Welsh
- Organizational Priority Review: Chuck O’Regan
- FMS Sustainable Practices Update: Eric Johnson
- Professional Development: Brittany Lichtig
- Policies and Procedures: Ruth Fajardo
- Break out Groups: Ruth, Brittany & Carol Fern

### FMS All-Staff

Mark Your Calendars:
Facilities Management Services All-Staff Meeting

November 4, 2010
9.15 - 11.30 a.m.
Grand Ballroom Tutor Campus Center
Open Enrollment Occurs

November 1st - 12th

**OPEN ENROLLMENT**

**eTrac Training Sessions**

**Location:** HSC NML Computer Lab Rm 204
*Day Shift Landscape/Custodian/Trades/Admin*
Tuesday, November 2nd, 8:30AM – 12:00PM

**3rd Shift Custodian/Trades**
Friday, November 5th, 4:00PM – 6:00PM

**Location:** UPC HSH Computer Lab Rm 212
*Landscape/ATH Fields/IRR/HQ/MOW*
Monday, November 8th, 9:00AM – 11:00AM

**Zones 1-4/Special Services/Fleet Services**
Monday, November 8th, 1:00PM – 3:00PM

**Central Shops/UPM Shops/Stockroom/Admin**
Tuesday, November 9th, 9:30AM – 11:30AM

**Location:** CDF FHR Computer Lab Rm 152E
*Central Shops/UPM Shops/Stockroom/Admin*
Tuesday, November 9th, 12:00PM – 2:30PM

**Make Up Session**
Friday, November 12th, 8:00AM – 2:00PM

**BENEFITS FAIRS**

will be held

UPC – Wednesday, November 3rd
9:30AM – 2:00PM
Location: Von KleinSmid Center Plaza

HSC – Thursday, November 4th
10:00AM – 3:00PM
Location: HSC Quad

**eTrac**

During Open Enrollment you must use eTrac, only if you are making changes to your benefits.

**Here’s what you can do on eTrac:**
- Cancel coverage
- Add or change medical or dental plans
- Add or delete dependents (paper documentation of relationship will still be needed for new dependents) enroll for a 2011 flexible spending account (effective Jan 1, 2011)
- Make changes to your retirement plans
- Enroll or request a change to your life and/or Accidental Death & Dismemberment (AD&D) insurance
- Add or delete the Hyatt Legal plan

FMS eTrac training session sign-in sheets will be available soon. See your supervisor to sign up, if you are making changes.